

**REPORT FORMAT GUIDELINES OF THE API AGENCY ACTION PLAN ANNUAL  
REPORT**

**2002 ASIAN AND PACIFIC ISLANDER INITIATIVE ACTION PLAN ANNUAL REPORT:  
SUBMISSION DEADLINE IS CLOSE OF BUSINESS **NOVEMBER 15, 2002.****

**Title of the Report:**

Fire and Emergency Medical Services Department  
2002 Asian and Pacific Islander Initiative Action Plan Annual Report

**Report Period:**

October 1, 2001 to September 30, 2002 (FY 2002)

**Executive Summary:**

In FY 2001, the agency re-instituted the Fire/EMS Cadet Program. This program is funded by a grant from the Department of Employment Services (DOES). The initial wording of the grant limited the program to Wards 7 and 8 only. In FY 2002, the program was expanded throughout the District. In FY 2003, the agency is looking forward to recruiting and hiring members of the API community in June when the current class graduates and the new class is hired.

The agency established a contract with a respected company that the agency will use for translation purposes. The first translation, in Chinese and Korean, has been received. The Vietnamese translation is scheduled for the first quarter of FY 2003. The new translation will also be available electronically. These electronic flyers and pamphlets will be added to the agency website and provided to the OAPIA for inclusion in its website.

Following the lead of our diversity program, a cultural diversity component has been built into our customer service training that has been given to each employee and is given to every new employee.

The agency also participated in the 4<sup>th</sup> Annual NBC4 Health and Fitness Expo and the API Heritage Month Celebration.

In the 4<sup>th</sup> quarter of FY 2002, the agency held two meetings with the OAPIA to address ways to attract and maintain more members of the API community as employees.

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### **Introduction:**

The function of the Fire and Emergency Medical Services Department is to provide fire suppression, technical rescue, fire prevention and education, and pre-hospital care and transportation to people who live, work or visit the District in order to protect life and property.

The basic programs and services of the department are:

#### **1. PREVENTION AND EDUCATION**

Inspections  
Investigations  
Public Outreach

#### **2. FIELD OPERATIONS**

Communications Operations  
Fire/Rescue Operations  
Special Operations  
Emergency Medical Services Operations

#### **3. EMPLOYEE PREPAREDNESS**

Employee Wellness  
Specialized Training  
Employee Development

#### **4. OPERATIONS SUPPORT**

Infrastructure  
Inventory Management  
Information Technology

#### **5. ADMINISTRATIVE SUPPORT**

Administration and Management  
Personnel

### **Accomplishments/Outstanding Tasks:**

Objective 1: Translation of Materials: Along with our smoke detector pamphlet from FY 2001, the agency has translated our list of Customer Services Programs. The company contracted was S and J Language Services. The next flyer to be

translated is the Home Safety Survey Program. This flyer will outline how residents of the District can get a free safety inspection of their private residents.

These materials have been added to our website and are always available when we do community projects or visit schools.

Some additional outstanding materials that need to be translated are:

Home Safety Brochure  
Exit Drills In The Home  
Designing a Fire Escape Plan for the Family  
Do You Know a Child Who is Curious About Fire

Budget restrictions permitting, we will attempt to have these materials translated and reproduced by the end of the fiscal year.

Objective 2: Diversifying Workforce: Currently the agency has two members from the Philippine Islands. First, Lieutenant Dennis O. Gobantes, and second, Firefighter/Technician Ronald E. Cabico, assigned to Truck Company No. 8. Both members have been employed by the agency for over ten (10) years, are assigned to the Fire Fighting Division, and can be reached at (202) 673-3292. Neither of these employees is bilingual. We have neither hired nor lost any API employees this fiscal year.

We anticipate holding a recruitment drive in the near future. During the meetings held at the end of FY 2002, we were advised of several community groups that we could call on to assist in getting more recruits from the API community.

Additionally, if budget restrictions permit, the agency will attempt to convert one FTE into a bilingual position for our Customer Services Office.

Objective 3: Multicultural Training: For FY 2001, the Fire/EMS Chief ordered that every employee receive training in "Preventing Sexual Harassment," to create a harassment free environment within and outside of the agency. The training agenda included a number of cultural competence issues and skills building techniques. The theory behind the training effort is to build skills for communicating respect to others, working together to set mutual goals, and handling difficulties that might arise when relating with diverse cultures. Training of this nature will help individuals realize the potential of a team that is void of cultural barriers, stereotyping and negative interpersonal boundaries. This effort is supported by the National Multi-Cultural Institute and the National Center for Cultural Healing. This training occurred from January-June. For FY 2002, a strong Cultural Diversity component was added to the department-wide training. The training was scheduled once again to take place from January-June. However, due to the events of September 11<sup>th</sup>, the agency has had to retool

training programs to emergency preparedness. For FY 2003, the training is back on schedule for the first of the year.

Objective 4: Community Partnerships: The agency has begun plans to call upon community groups for assistance in our recruitment effort. We also plan to request donations of airtime from API television stations to broadcast Public Service Announcements. The first for the upcoming holiday season.

Objective 5: Community Outreach: The agency participated in the 4<sup>th</sup> Annual NBC4 Health and Fitness Expo and the API Heritage Month Celebration.

Others, specified: We continue to maintain our Language Line. We have maintained the Language Line for calls for assistance at our Emergency Dispatch Center. In an effort to increase customer service, in the first quarter of FY 2003, the agency will teach each employee responsible for answering the telephones in the Office of the Fire/EMS Chief how to access and use the Language Line.

**Lesson Learned:**

Although the agency has improved in its commitment and performance, we still have a long way to go before we can be satisfied. It is imperative that we seek and get assistance from the API community in continuing our improvement.

**Future Plan:**

In FY 2003, we will continue to translate materials (at least 2 to 3) and complete diversity training.

Also, it is very important that we establish community-based partnerships to assist us in various programs.

**Appendices:**

- Translated Materials-Customer Services Programs (Chinese and Korean)